Work Culture of I.T.D.C.

2873. SHRI DHULESHWAR MEENA: Will the Minister of PARLIAMENTARY AFFAIRS AND TOURISM be pleased to state what is the new work culture parallel with international linkages evolved by the Chief of I.T.D.C. to make this undertaking a viable unit both from the point of view of customer satisfaction and return on public investment?

THE MINISTER OF PARLIAMENTARY AFFAIRS AND TOURISM (SHRI H.K.L. BHAGAT): ITDC Management has taken the following steps to improve customers' service as also to make the Corporation a viable unit:

—Establishment of international marketing and reservation tie-ups with the Odner Hotel Representatives (OHR) of Hong Kong and Golden Tulip hotels KLM etc. of ITDC Hotels for claim use by foreign tourists.

—Strict control on operational and administrative expenditure.

—Setting up of ITDC's own Travel Agency. Grant of additional discount to local companies, Travel Agents, Public sector Undertakings, etc.

—Introduction of cheap package for domestic clientele.

—Promotion of ITDC properties in overseas market through participation in the Travel Trade forums. A high Powered Committee inspects various Hotels and suggest remedial measures to improve their performance.

—Product improvement, etc.

As a result of the above measures taken by ITDC, the Corporation earned a profit of Rs. 125.44 lakhs during the year 1984-85. The projected profits of the Corporation during the current financial year 1985-86 are likely to exceed Rs. 300 lakhs.

Amount paid on account of loss of bank drafts

2874. DR. MOHD. HASHIM KIDWAI: Will the Minister of FINANCE be pleased to state:

(a) what is the quantum of payment made by the nationalised banks during the last two years to their customers for loss of bank drafts by the bank themselves;

(b) what is the number of such lost bank draft; and

(c) what remedial measures Government propose to take in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHAN POOJARI): (a) to (c) Reserve Bank of India have reported that statistics of the type asked for is not being collected. However, specific complaints of loss of drafts by the banks are looked into by the concerned banks for appropriate remedial action.

Stock of chillies and Turmeric

2875. SHRI MUKHTIAR SINGH MALIK: Will the Minister of COMMERCE be pleased to state:

(a) whether Government are aware that stocks of chillies and turmeric have accumulation the country;

(b) whether the Central Government propose to instruct the Spices Export Promotion Council to promte exports of the above items from Andhra Pradesh;

(c) if so, the quantity likely to be exported during 1985-66; and

(d) the quantity exported during the last three years, year-wise?

THE MINISTER OF STATE IN THE MINISTRY OF TEXTILES (SHRI KHURSHID ALAM KHAN): (a) No report regarding accumulation of stocks of chillies and turmeric in the country have been received.

(b) The spices Export Promotion Council is already taking various steps to promote exports of spices including chillies and turmeric which include sponsoring of delegations of exports, contact promotion